

Information Technology Capital Investment Program
Project Status Report

To: Information Technology Strategy and Investment Committee
John Vittner, Office of Policy and Management

From: John Matteis, Director of PMO

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Agency: Department of Labor

Project: UI Revitalization (requirements / onboarding)

Project Manager: Brian Cooley

Reporting Period: Project Inception through 06/30/2018

Total Funds Requested: \$1,255,000

Total Funds Allotted to Agency: \$1,255,000

Accumulative Total Capital Fund Expenditures to Date: \$1,100,782

Brief Project Description/Summary:

The Connecticut Department of Labor (CTDOL) has embarked on a business transformation initiative to modernize and improve its Unemployment Insurance (UI) Tax and Benefits systems and business processes in order to gain the flexibility, security and adaptability required to provide improved service and sustained operational efficiency.

Summary of Progress Achieved to Date:

Contractual agreements were finalized in June 2016 between the MRM Consortium and the development vendor. This allowed CTDOL to formally begin the onboarding process.

Phase Planning / Preparation (Completed September 2016)

- Established the phase activities and timeline
- Documented the gap analysis approach to be used
- Defined the criteria required for CTDOL acceptance of vendor deliverables

Gap Analysis (September 2016 - January 2018)

Identification and documentation of gaps between CTDOL's requirements and current MRM system functionality is complete. This segment of work has been broken down into 8 functional groupings (5 for Benefits, 3 for Tax):

- Benefits - Group 1 (Claims Intake) is complete
- Benefits - Group 2 (Monetary/Non-Monetary) is complete
- Benefits - Group 3 (Weekly Certification/Overpayments) is complete
- Benefits - Group 4 (Appeals) is approximately is complete
- Benefits - Group 5 (Receivables/Collections/Chargebacks) is complete
- Tax - Group 1 (Employer Registration) is complete
- Tax - Group 2 (Tax/Wage Reporting) is complete
- Tax - Group 3 (Tax Payments) is complete

Data Migration Preparation

Analysis and documentation of CTDOL's existing multi-structured data environment is complete:

- Buildout of the CTDOL data staging environment is complete
- Source Data Inventory is complete
- Source Data Dictionary is complete
- Application Interface Matrix is complete
- Data Migration Strategy is complete
- Data Bridging Plan is complete
- Loading CTDOL legacy data into the data staging environment is complete
- Profiling CTDOL legacy data is complete

All Phase 2 deliverables have been successfully completed and the phase closeout has been conducted. One additional invoice for project software is still pending. Phase 3 (Design & Development) is underway with contracts having been finalized and planning activities began with the development vendor.

In addition, two consultants have been brought in to assist CT DOL IT with project tasks and the vendor is building out their team to meet the workload demands of Phase 3.

Issues and Risks:

The onboarding process to join the MRM Consortium will take longer than anticipated due to the additional time required to finalize contractual agreements. This has delayed the completion date approximately 9 months for this phase of the project.

Next Steps & Project Milestones:

- Pay final software invoice to closeout remaining funds in this award
- Transition reporting to new project entry (UI Modernization) in IT Project Portfolio